

CHATS 2017

Client Experience Survey Results



Thank you for taking the time to complete CHATS' Client Experience Survey! By taking time to speak with us and share your experiences openly and honestly, you provided us with valuable information that will help us improve programs and services.

We are pleased to share the results of this survey and our plans to act on the feedback you provided.

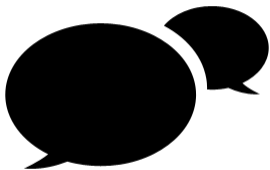
About the Survey Process:

This year's survey was conducted by telephone between January and March of 2017, with a total of 135 clients. The participants represented a sample of clients from across CHATS' program areas. Our objective was to understand your experience/how you felt at each point in our service process. We focused on the areas of communication, quality of services and impact of CHATS services on your quality of life.

Survey Results Highlights:

Communication:

Overall, clients feel that CHATS does a good job with respect to communication:



- Over 90% of clients feel confident that their calls will be answered by someone in person and if a message is left, that their calls will be returned.
- Over 85% of clients find that staff listen to their needs and provide them with the information needed to make decisions.

Quality of Life:

CHATS programs/services are having a positive impact on the lives of clients:

- Clients report that CHATS programs/services make them feel less isolated, and more positive about their future.
- Clients reported that overall, they will be able to stay at home longer because of CHATS and that they feel more independent.
- Clients report that they are less stressed as a result of CHATS services.



Services:

Clients are generally very positive about the programs/services they receive:

- Over 93% of clients look forward to their services, enjoy their programs and find that receiving CHATS services makes their lives better.



Overall Experience:

Overall experience with CHATS is extremely positive:

- 95% of clients responding, said that they felt positive about receiving CHATS services.
- 96% of clients say they would recommend CHATS to a friend.

Turning the Information into Action:

In addition to the positive feedback shared above, clients also took the time to share their ideas for improvement. Some common feedback includes:



- Adult Day Programs could provide more physical activity and offer simplified activities for clients with dementia. The programs could also incorporate more technology into day to day programming.
- Caregiver Education and Counselling could consider expanding its geography to Barrie and Stouffville and to consider services to educate teenagers.
- Home Adaptation and Maintenance could extend its hours and provide more clarity for yard work procedures.
- Lunch Out programs could provide a greater variety of programming and food options and consider increasing the length of the programs.
- Meals on Wheels could extend service to include assistance with grocery shopping.
- More consistency is needed in scheduling staff for Respite and Personal Care.
- Telephone Reassurance could increase the length of calls and call more frequently.
- Transportation needs to avoid last minute communication and should have increased flexibility for pick up times. More drivers are needed to meet demand.

CHATS will be taking this feedback to our staff, volunteers and clients to develop ideas for change. These changes will be shared during next year's survey feedback.



**Supporting the health and well-being of seniors
and caregivers since 1980.**

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live well, age well, be well